

# RMA Application form

Return to \_\_\_\_\_

Tekno-Medical Optik-Chirurgie GmbH  
Sattlerstr. 11

78532 Tuttlingen  
GERMANY

Customer No.:                      Customer-Carrier Import-No.:                      SB/CS:

Customer-Data:

Company \_\_\_\_\_  
 Street / Number \_\_\_\_\_  
 Postcode / Town \_\_\_\_\_  
 Tel. \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail \_\_\_\_\_

**!** Has the defect of the product being reported or has it to be reported to an official regulatory instance?       No       Yes

Reason for return     Repair                                       Complaint  
                                   Wrong order (Customer)     Wrong delivery (Tekno)  
                                   Samples to view    Invoice/Order-No.: \_\_\_\_\_

**Mandatory specification for processing your return:**

(Without the following information, your return will not be processed!)

Article	Qty.	LOT	Reason for Return

Date of decontamination: \_\_\_\_\_

With my signature, I confirm the accuracy of the information and the sterility of the returned instruments, see FRM-055 decontamination certificate and Hygiene Safety Certificate or Own Safety Certificate

\_\_\_\_\_ Place/Date                                      \_\_\_\_\_ Signature

**RMA - No.**

Will be completed by Tekno-Medical

For repair and complaint processing you need a valid RMA number!

Replacment in advance with order No.:

Return of the goods only with completely filled out RMA form. If the return is sent without RMA and we have not received the documents needed after the third reminder, we reserve the right to return the goods at your expense.

**1**  
Send the form fully completed and signed by e-mail as a pdf-file to your contact person.

**2**  
You will receive back this application form with RMA number from us.

**3**  
Include the application form with the RMA number to your return.

**4**  
Mark the returned goods clearly visible with the RMA number.

Important Instructions:  
Please send the goods back to us ready for transport. For transport damage caused by insufficiently packed goods, the customer himself assumes liability. The returned goods must be delivered carriage paid to us.

Tekno-Medical reserves the right to return contaminated products.

In the case of an unjustified complaint, the return of the goods you have claimed is chargeable.

The allocation of an RMA number is valid only for the return of the goods, other commitments are not associated with this. The further processing and cost allocation of a transaction will be decided separately depending on the circumstances.

# Decontamination Certificate / Hygiene clearance certificate

Article-No.:	Article-Description:	LOT-Number:

I hereby confirm that: (tick the appropriate box)

the attached medical device has NOT come in contact with blood or other body fluids and is therefore hygienically safe. Confirmed by signature (s.d.).

the attached medical device has come into contact during use with blood or other body fluids. The product has been cleaned and decontaminated as follows:

steam sterilization (3 minutes at 134 °C, or 15 minutes at 121 °C)

other procedure (please specify)

the attached medical did not need to be decontaminated because it was not in medical use.

the attached medical device could NOT be decontaminated (see coment).

Comment:

For further questions please contact the person specified in the following:

Name:

Phone number:

Department:

E-Mail:

Date of Decontamination:

\_\_\_\_\_ Place/Date

\_\_\_\_\_ signature

<b>RMA - No.</b>
<input style="width: 90%; height: 25px;" type="text"/>



For completion of repair and complaint is a valid RMA-Number necessary!

Every

- Return
- Repair
- Complaint

has to enclose this Form!

Processing without a valid Certificate of Decontamination is not possible because of health protection of our co-worker.

If we don't get the Certificate of Decontamination after a query within 3 weeks, we will send the items back to the customer.

**Important Instructions:**

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In the case of an unjustified complaint, the return of the goods you have claimed is chargeable.

The allocation of an RMA number is valid only for the return of the goods, other commitments are not associated with this. The further processing and cost allocation of a transaction will be decided separately depending on the circumstances.

